

# RISK MANAGEMENT TECHNIQUES FOR INTERNAL AUDITORS

## OVERVIEW

The uncertain economic times of the past few years have had a major effect on how companies operate these days. Companies that used to operate smoothly with the help of forecasts and projections now refrain from making business judgements that are set in stone. Now, companies have a renewed focus: to manage risk!

Risk is the main cause of uncertainty in any organization. Risk, from an organisation's perspective is the probability or likelihood of a threat materializing. The threats could be anything external to the organisation or internal. Risk management is important in an organisation because without it, a firm cannot possibly define its objectives for the future.

**CLASSROOM**  
(in Virtual  
Format)

## LEARNING OUTCOMES

The 2-day programme on Understanding & Managing Risk will create awareness and understanding in overall Enterprise Risk Management (ERM). The expected learning outcome by participants are as follows.

- Obtain a clear understanding on Risk Management Framework (ISO 31000), COSO Framework, risk policies and processes.
- Appreciate and apply knowledge of risk management at the workplace.
- Understand Risk Prioritisation and able to plot risks on a Risk Map for reporting and decision-making purposes.
- Ensure greater internal process consistency and enhanced controls.
- Appreciate the roles and responsibilities of a risk committee, risk champion and risk manager.
- Overview of a Governance Framework and the link between Risk & Governance.
- Understand and appreciate the importance of a Risk Culture.
- Understand how to develop, monitor and track management action plans on risks.
- Engage in information exchange with fellow participants on ERM techniques and challenges.

## ABOUT THE TRAINER

**VANEESA VEERAPPAN**  
ACMA

Vaneesa's core expertise are in the fields of Corporate Governance, Risk & Policy Management & Internal Audit. Vaneesa spent a significant number of the following years carving out a hugely successful and memorable career with our esteemed national carrier, Malaysia Airlines. Here, Vaneesa started out as a Chartered Accountant, leading a team of 40 staff in the Passenger Sales & Revenue Accounting Department. During this time, she was awarded with a Green Belt Certification in Six Sigma for her instrumental role and efforts in achieving process improvements in transactional accounting.

Never one to rest on her laurels, Vaneesa moved within Malaysia Airlines to explore her interest in the field of Risk & Policy Advisory. In a senior role, she contributed largely in developing a number of key corporate policies and framework. One such instrumental policy was the Passenger Delay Handling policy. Subsequently, this policy was tested in several Malaysia Airlines offices worldwide including United Kingdom, Italy, Australia & the Middle East where she provided training and awareness sessions on Risk Management and Company Internal Control Manuals.

Following the implementation of the Delay Handling Policy, it was reported that the number of complaints in terms of Passenger Delay Handling had reduced and better handling of passengers during delays were noticed. In view of this and the successful implementation of this policy, Vaneesa was awarded with the much-coveted MH Star Award given by the Managing Director of Malaysia Airlines.

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Again in her quest to keep pushing the frontiers, Vaneesa then moved on to yet another exciting chapter in her Malaysia Airlines career. She took on the role of an Internal Auditor. Within this ambit, she was involved in conducting several corporate audits to ensure corporate objectives and strategies were achieved in compliance to corporate policies and procedures. During this time she prepared audit reports and identified significant audit issues to be presented to the Board Audit Committee. After calling time on her Malaysia Airlines career, Vaneesa scored another feather in her cap. She was offered the role of Risk Management Practitioner and trainer at Astro Malaysia, a leading broadcasting organization. Vaneesa relished this role, where she regularly trained staff on Risk Management and Corporate Governance. Her experience, drive and unbridled passion as a trainer were recognized and lauded by her peers and superiors when she was awarded the much coveted "Excellence in Training" award by the Human Resources division of this organization.

Some of her accomplishments in risk management include implementation of enterprise-wide risk management (ERM) framework, providing risk advisory support to MAS Group in terms of risk identification, monitoring and reporting in accordance with the compliance framework; Leading in the facilitation of risk profiling sessions with key business divisions which involve risk identification, assessment and prioritization; effectively assessing and reviewing the Corporate Risk Management Policy and framework to ensure effective implementation and operationalisation of enterprise risk management; Periodically preparing ERM reports to the Divisional Heads & Board highlighting key risks facing the organisation and developing

management action plans to mitigate risk exposures; Content developer and executor for in-house training programs; Facilitating risk workshops and briefings.

During her tenure in Internal Audit, her key roles were in the planning of The Annual Audit Plan within the Assurance team to ensure the achievement of corporate objectives / strategies were in compliance to corporate policies and procedures as well as statutory requirements & regulations; Ensuring adequacy of controls and their effectiveness, including identification of financial improvements arising from audit engagements performed; Reviewing audit findings and action plan(s) recommendation by Assurance Team to ensure adherence to internal control mechanism; Providing information in audit reports and confirming significant audit findings with relevant stakeholder; Reporting on the status of audit engagements and delivering audit reports ; Monitoring team activities to ensure deliverables are timely completed and within budget; Providing sufficient training, knowledge, skills and experience to meet organisation's requirements through coaching programs and knowledge sharing.

Having spent so many great years in the corporate world building experience, knowledge, skill-sets and people management capabilities, Vaneesa followed through with her fierce passion in the field of training and development. This is where she innately excels and is able to contribute most. She thrives in a facilitation and training environment. Committed and driven to the cause, Vaneesa went on to obtain a formal training certification from HRDF. She followed this up with formal training and certification by the Basel Institute of Governance, Switzerland

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in Corporate Governance, Risk Management, Compliance Management, Ethics & Culture and Anti-Corruption and now is an endorsed trainer by the Basel Institute of Governance Switzerland. With these certifications on hand coupled with her vault of experience, she's been actively training both local and international participants from Saudi Arabia, Oman, Kenya & Bhutan, to name a few, in the areas of Risk Management, Corporate Governance and Compliance Management.

Recently, Vaneesa received the prestigious award of Risk Practitioner and Certified Trainer under the category of Women Leadership by CMO Asia. She is a certified online / virtual trainer and carries the title Virtual LearnCaster. She has conducted various online trainings over the last year.

## ADMINISTRATIVE DETAILS

<b>TARGET AUDIENCE</b>	LEVEL II-III
<b>MEMBER'S FEE</b>	RM1,900.00
<b>NON-MEMBER'S FEE</b>	RM2,400.00
	<i>All Fees will be subject to 6% SST</i>
<b>EARLY BIRD FEE</b>	10% discount for registration received one (1) month prior to respective workshop dates
<b>DATE</b>	11 & 12 August 2021
<b>TIME</b>	9:00 am – 5:00 pm <i>(Registration on Day 1 at 8:30am)</i>
<b>DELIVERY MODE</b>	Virtual Platform
<b>PROGRAMME CODE</b>	KL39
<b>TRAINER</b>	<b>Vaneesa Veerappan</b> ACMA
<b>CPD POINTS</b>	16

## ENQUIRY & REGISTRATION

1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia  
Tel: +603 2181 8008 ext 210/213/212 Fax: +603 2181 1717 Email: training@iiam.com.my Website: www.iiam.com.my

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## COURSE DETAIL

Course Title \_\_\_\_\_

Course Code \_\_\_\_\_

Course Date(s) \_\_\_\_\_

## DELEGATE 1

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_

\*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

Dietery Preferences  Vegetarian  Non-Vegetarian

## DELEGATE 2

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_

\*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

Dietery Preferences  Vegetarian  Non-Vegetarian

## DELEGATE 3

\*Full Name (as per IC) \_\_\_\_\_

\*Designation \_\_\_\_\_

\*Mobile No. \_\_\_\_\_

\*Email Address \_\_\_\_\_

Member  Non-Member "Membership No. (only applicable for members)" \_\_\_\_\_

Dietery Preferences  Vegetarian  Non-Vegetarian

## CORPORATE DETAILS (only applicable for corporations)

Corporate Member Corporate Membership No: \_\_\_\_\_

Corporate Non-Member

## CONTACT DETAILS

Organisation Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Email Address \_\_\_\_\_

## BILLING DETAILS

please tick if billing details are the same as contact details.

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Billing Address \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Email Address \_\_\_\_\_

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## PAYMENT DETAILS

Payment Details	Member Rate (per person) for KL-code related courses	Non-Member (per person)	6% SST	Total with SST
Fee (per pax) RM				
No. of pax				
Subtotal				

All registrations **MUST** be accompanied with full payment. Upon receipt of your registration, you are deemed to have read and understood the registration procedures and accepted the terms and conditions contained therein. (Please tick (✓) the chosen method)

Enclosed is a cheque/bank draft no. \_\_\_\_\_ for the sum of RM \_\_\_\_\_ payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

### LOCAL PAYMENTS BY CHEQUE / INTERBANK GIRO

All payments should be crossed and made payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Bank Details: United Overseas Bank (M) Bhd. USJ Taipan Branch, No.7, Jalan USJ 10-1, USJ Taipan Triangle, 47620 UEP Subang Jaya, Selangor  
Account No.: 165-301-514-9 Bank Swift Code: UOVBMKYL

### OVERSEAS PAYMENTS BY WIRE TRANSFER (USD only)

Beneficiary: **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Address: 1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450 Kuala Lumpur, Malaysia

Beneficiary's Bank: STANDARD CHARTERED BANK MALAYSIA BERHAD

Beneficiary's Bank Address: Level 18, Menara Standard Chartered, No.30 Jalan Sultan Ismail, 50250 Kuala Lumpur

Account No.: 312-170-024-235 Bank Swift Code: SCBLM-YK-XXXX

All wire transfer payments should include USD\$30.00 (overseas) and RM25.00 (local) for wire transfer processing fee. For GIRO, please include RM1.00 as bank charges. (Please fax the bank-in slip to +603 2181 1717 or email to training@iiam.com.my)

### CREDIT CARD

I hereby authorise **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA** to charge to my credit card. to the value of

RM \_\_\_\_\_ Card Type:  VISA  MASTER

Card Number:

Expiry Date: \_\_\_\_\_ Cardholder's Name \_\_\_\_\_

I understand that any amount drawn from my credit card will first be cleared with the credit card authorisation facility.

Signature (As per credit card) \_\_\_\_\_ Date \_\_\_\_\_

## TERMS & CONDITIONS

### FEE

- Fee is payable to "THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA". Please state your name, payment advice number, phone number and Workshop Code number at the back of the cheque/bank-in slip. Admittance will only be permitted upon receipt of full payment
- The fee covers the hard copy course material, lunches, refreshment and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Walk-in delegates will only be allowed if full payment is made, subject to the availability of the seat.

### CANCELLATION

- Upon registering, participant(s) are considered successfully enrolled in the course. Should participant(s) decide to cancel/transfer their registration, a cancellation/transfer policy shall be applied as follows.
  - a) Written cancellations should be received by 14 working days before the workshop date to get the refund.
  - b) Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
  - c) Written cancellations/no-show on the day of the workshop.
    - No refund will be entertained.
    - Unpaid registrations will also be liable to full payment of the registrations fee.
    - Partial cancellation is not allowed.
  - d) You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

### RESERVATION

- The Institute reserves the right to make changes to the venue, date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute is not responsible for the action, advise or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- Upon signing this form, you have deemed to have read and understand the registration term and condition and therefore have accepted the terms contained herein.
- Certificates of Attendance will be issued an "E-certificate" via email. For this purpose, it is COMPULSORY to fill in the email address clearly. Certificate will only be given to participant who attended the session in full.

### DATA PROTECTION

Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709). The Institute of Internal Auditors Malaysia (IIA Malaysia) hereby inform you that your personal data will be processed, retained and used by IIA Malaysia in relation to this Workshop. Your personal data may also be retained and used by IIA Malaysia to market and promote other training programmes conducted by IIA Malaysia.

### DISCLAIMER

The Institute of Internal Auditors Malaysia (IIA Malaysia) reserves the right to change the speaker(s), date(s) or to cancel the Workshop should circumstances beyond its control arise. IIA Malaysia also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.